

### Healthier Communities and Older People Overview and Scrutiny Panel

**Date** Tuesday, 12 March 2019

**Document Title** A&E services: reducing pressure and supporting frequent attenders

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**Agenda Item No.**

**Attachment No.**

**Purpose**  
(Tick as Required)

Approve

Discuss

Note

#### Executive Summary

Working alongside system partners, the CCG is delivering a range of interventions to reduce pressure on A&E services, to ensure patients are treated in settings appropriate to their level of need and to support frequent attenders.

Key objectives include:

- Primary and community services being enhanced to meet growing demand
- Effective signposting/assessment to direct people to appropriate settings of care
- Collaborative working with acute trusts to support the management of patients, including timely assessment and discharge

The attached paper details work programmes in place across primary care, NHS 111, community, mental health and hospital services to support these objectives. These work programmes are iterative and constantly evolving to fit with local needs and regional/national strategy. The breadth of the work programmes contained in this presentation demonstrates the range of variables that can impact on A&E attendance and service utilisation. As such this slide pack encompasses the whole spectrum of service provision, from primary care to emergency care. It is a key priority of the CCG and under the NHS Long Term Plan to support patients to be able to access services appropriately and to be provided with holistic support.

#### Conflicts of Interest:

N/A

**Mitigations:** N/A

#### Recommendation:

The Committee is asked to review and discuss the paper.

## Clinical Commissioning Group

<p><b>Corporate Objectives</b> This document will impact on the following CCG Objectives:</p>	<ul style="list-style-type: none"> <li>Improving Outcomes and Reducing Inequalities: Ensuring access to high quality and sustainable care.</li> <li>Leading with ambition for our communities, driving transformation through innovation: Delivering better care and a better patient experience.</li> <li>Meeting our performance and financial objectives: Make the best use of our resources to benefit our patients and communities.</li> </ul>
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<p><b>Risks</b> This document links to the following CCG risks:</p>	Risks are logged and managed within each project as required.
<p><b>Mitigations</b> Actions taken to reduce any risks identified:</p>	N/A

<p><b>Financial/Resource/QIPP Implications</b></p>	N/A
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<p><b>Has an Equality Impact Assessment (EIA) been completed?</b></p>	Yes, completed for individual schemes as required.
<p><b>Are there any known implications for equalities? If so, what are the mitigations?</b></p>	Each programme addresses the outcomes of the relevant EIAs as required, with the aim of ensuring equitable access for all and that protected groups are not disadvantaged by any commissioning decisions.

<p><b>Patient and Public Engagement and Communication</b></p>	Each programme of work has its own engagement and communication plan and approach.
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<p><b>Previous Committees/ Groups</b> Enter any Committees/ Groups at which this document has been previously considered:</p>	<p><b>Committee/Group Name:</b></p>	<p><b>Date Discussed:</b></p>	<p><b>Outcome:</b></p>
	N/A	Click here to enter a date.	
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<p><b>Supporting Documents</b></p>	Slide pack attached.
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